

Improving the Passport Customer Experience



Project Title	Improving the Passport Customer Experience
Project Summary	Map and present the customers’ journey with Passport Services.
Country	United States
Agency	Department of State
DoS Office	CA/PPT/PMO
Post	N/A
Section	N/A
Number of Interns	1

Project Description

Map out the different Passport customer journeys after research, with special attention paid to pain points. Brainstorm high-impact changes to Passport customer experience.

Desired Skills Interests

Skill
Graphic design
Storytelling
User Experience (UX)
Data vizualization
Customer Service
Travel
Public Affairs

Additional Information

Complete primary customer journey map by September 30, complete secondary customer journey maps by November 15.

Language Requirements

None